

OPERATIONS SUPERVISOR

DEFINITION

Under general direction, the Operations Supervisor plans, organizes, coordinates and directs the activities of one (1) or more assigned programs, functions, units or sections. Incumbents provide technical, policy and program expertise and supports the Court in meeting its organizational goals and objectives. This position is subject to the provisions of the Trial Court Employment Protection and Governance Act.

DISTINGUISHING CHARACTERISTICS

This is a supervisory position responsible for the full-scope of supervisory responsibilities of one (1) or more programs, functions, units, sections or of an outlying Court facility. Oversight may include, but is not limited to, operations that include specialized legal case processing functions, courtroom activities and/or activities that have Court-wide impact. Supervision at this level may be accomplished through one (1) or more subordinate staff and/or the support of an Assistant Operations Supervisor classification. Incumbents are expected to exercise considerable discretion in carrying-out responsibilities independently and with a thorough understanding of Court policies, procedures, standards and customer service issues.

This Operations Supervisor classification is distinguished from the Assistant Operations Supervisor classification in that the latter class assists the Operations Supervisor in maintaining a structured work environment typically in an outlying Court facility and/or facility of larger size and/or complexity; performs administrative and/or first-level supervisory activities under guidance; and performs full-supervisory duties in the absence of the Operations Supervisor.

The Operations Supervisor classification typically reports to the Assistant Court Executive Officer classification and is distinguished from the higher-level class in that the latter has executive level responsibilities and authority and reports directly to the Court Executive Officer classification.

ESSENTIAL FUNCTIONS AND DUTIES

The Court reserves the right to assign or reassign duties as required to achieve business and operational objectives. When assigned, all the essential functions and duties listed below must be accomplished effectively, are standard, and may not be inclusive of all functions and duties that may be assigned. Essential functions and duties may include, but are not limited to those listed below.

- Supervises, plans, organizes, directs and coordinates activities of assigned area(s) directly and/or through subordinate staff.
- Coordinates workflow and cross training within assigned area(s) and other functional areas.
- Courteously and professionally provides detailed and accurate information to the public, staff, co-workers, judicial officers, partners and other interested parties.
- Provides technical court-related expertise and assistance to internal and external customers; responds to complex and difficult questions; and assists in resolving difficult customer service issues.
- Performs supervisory duties including: recruitment; training development and delivery; prepares performance evaluations and provides performance coaching and management; scheduling, assigning and review of work; processing requests for leave; timekeeping; takes or recommends corrective and/or disciplinary action to address performance deficiencies in accordance with Court Personnel Policies and Procedures and labor contract agreements; providing opportunities for professional development of staff; and administering duties directly and/or through subordinate staff.

- Maintains current knowledge of changes in directives, policies, statutes, legislation, forms and regulations that affect assigned area(s); and identifies, makes suggestions and implements necessary changes to ensure compliance and consistency within assigned area(s).
- Develops and implements procedures, manuals, forms and work methods related to the work of assigned area(s); makes recommendations for improvements in the operation of assigned area(s); assists in and/or formulates procedures and training materials.
- Serves as a representative of the Court, always displaying courtesy, tact, consideration and discretion in all interactions.
- Works closely with the Court Executive Officer, Assistant Executive Officer and internal/external stakeholders to implement administrative and operational programs, policies and procedures for the Court; and directs the development and implementation of organizational policies, procedures and goals for the Court.
- Monitors workflow and assigns work priorities to ensure efficient, timely and accurate operations; coordinates, collects and complies statistical workload reports; collects status reports from staff; and conducts audits of processed work.
- Provides subject matter expertise and answers employees' technical and procedural questions.
- Interprets policies and procedures to employees through staff meetings, bulletins, instructions and other means; informs staff of procedural changes; and conducts staff meetings.
- Prepares and maintains statistical and narrative reports related to the activity and work of the assigned area(s).
- Provides input into the development of the budget for the assigned area(s).
- Ensures adequate coverage for area(s) of oversight (e.g., legal processing, courtroom, judicial services and jury).
- Reviews and updates the Court intranet and internet make sure current and accurate information is available to the public and/or staff.
- Attends meetings and participates on assigned committees.
- Purges and arranges for the destruction of Court documents and records.
- Oversees and implements office safety procedures and policies
- Communicates clearly, concisely and effectively orally and in writing; exercises tact, objectivity, sensitivity, discretion, courtesy and judgment in handling highly emotional issues and situations with a variety of people from diverse, socio-economic and cultural backgrounds.
- Acts as a liaison between administration, judicial officers and support staff; consults with representatives of other operational/administrative areas and outside agencies on matters affecting assigned area(s).
- Establishes and maintains effective working relationships with judicial officers, other staff, members of the public, the parties and others encountered during work.
- Travels between Court facilities as necessary to carry-out duties and/or provide supervision of activities in other area(s) as required.
- Performs a wide variety of technical Court operations duties as necessary to provide back-up coverage for other staff.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS

Minimum Qualifications

To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge and abilities. A desirable combination is:

Either I

Experience: Five (5) years of increasingly responsible legal clerical experience of which two (2) years includes lead/supervisor experience.

Or II

Experience: Five (5) years of increasingly responsible experience in a variety of administrative areas which includes two (2) years of lead/supervisor experience.

AND

Education: Associate degree from an accredited college, university or program in business, public administration, judicial administration or closely related field.

Substitution: Additional qualifying experience may substitute for education on a year-for-year basis. Education may not substitute for lead/supervisory experience.

Desirable Qualifications

Increasingly responsible experience working in a court system and/or graduation from the Court Management Program of the National Center for State Court's Institute for Court Management.

Knowledge and Abilities

Knowledge of:

- Supervisory principles, practices and methods related to selection, training, evaluation, performance management, scheduling and supervision of subordinate staff.
- Superior court functions, characteristics, services and activities.
- Court and courtroom procedures and processes.
- Statutes relating to court legal processes and procedures, including but not limited to: the California Rules of Court; Code of Civil Procedure; Penal Code; Welfare and Institutions Code; Vehicle Code; and other applicable statutes, processes and procedures.
- Principles of management and analysis and organizational design necessary to analyze, recommend and implement change.
- Modern office methods and technology including the use of a personal computer and related software such as word processing, spreadsheets, databases, case management systems and scheduling programs.
- Public and program funding, budgetary preparation, cost analysis and fiscal management.
- Principles and practices of policy and/or procedure development and implementation.
- Principles and practices of research and analysis, including basic mathematics and statistical development and reporting.
- Legal terminology.
- Correct English use, punctuation, spelling and grammar.

Ability to:

- Evaluate situations, develop options, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals and policies.
- Research, analyze and evaluate new service delivery methods and techniques.
- Prepare well-organized, clear, concise and accurate documents such as reports and correspondence.

- Interpret, apply and explain laws, rules, regulations, policies and procedures.
- Plan, organize, direct and coordinate the work of subordinate staff.
- Select, supervise, mentor, reward, discipline, counsel, motivate and train assigned staff.
- Develop and administer the goals, objectives and procedures of assigned programs, functions, units or sections.
- Communicate clearly and concisely, both orally and in writing.
- Implement change consistent with policies and goals.
- Use strong interpersonal skills to establish and maintain effective working relationships with all levels of Court staff, elected and appointive bodies and members of the general public.
- Administer projects, as part of a team or as project lead, within the project scope, time constraints and resource constraints to achieve the desired objective.
- Use work-related computer applications such as e-mail, word processing, spreadsheets and/or the internet.
- Maintain confidentiality of information and exercise discretion and independent judgment.
- Lead, oversee and coordinate work activities and ensure staff complete responsibilities timely and accurately.
- Work under the pressure of deadlines, conflicting demands and emergencies.
- Understand, follow and give written and oral instructions.
- Complete all duties as assigned timely and accurately.
- Use tact and diplomacy when dealing with sensitive, complex and/or confidential issues and situations.

Other Requirements

- Possession of a valid driver's license may be required depending on the position or the ability to provide alternate methods of transportation that meets job requirements.
- Candidates are required to pass a fingerprint clearance by the Federal Bureau of Investigation (FBI) and Department of Justice (DOJ). Convictions, depending on the type, number and date, may be disqualifying.
- All Court employees must take the Oath of Allegiance.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements: Strength, dexterity, coordination and vision to use a keyboard and monitor; hearing to communicate with the public and Court staff; ability to sit for extended periods of time; walk or otherwise move within the Court facilities; reach with hands and arms; vision to read and write material; sufficient strength to lift, carry, push or pull materials weighing up to 25 pounds; lifting position may be from floor to waist, and/or from the waist to an overhead position; stoop, kneel, squat and crouch to pick-up or move objects, office equipment and records; speak clearly on the telephone and before groups.

Working Environment: Work is performed in an office environment with little exposure to outside temperatures or dirt and dust. The incumbent's working conditions are typically quiet, but may be loud at times at some locations. The noise level and traffic level in the work environment are similar to a busy office.

Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Work outside of these hours may be necessary in certain circumstances. This position is exempt from the provisions of the Fair Labor Standards Act and is not eligible for overtime.

NOTE: The statements herein are intended to describe the general nature and level of work being performed by individuals assigned to this job classification and are not construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Job Title	Operations Supervisor
Classification Status	SU
Representation Unit	None
FLSA Status	Exempt
Established	06/12
Revised	01/2020
Previous Title	Court Services Supervisor

General sign-off: I understand that I am expected to adhere to all Court policies and procedures. I have read and understand the explanation and description of this job classification. By signing below, I am declaring that I am able to meet the employment standards and perform the essential functions and duties of this classification with or without accommodation.

Signature _____

Date _____